

Nick Ramsay AM
Chair of Public Accounts Committee
National Assembly for Wales
Tŷ Hywel
Cardiff Bay
CF99 1NA

21 October 2019

Dear Nick

Public Accounts Committee - Scrutiny of Accounts 2018-19

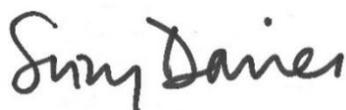
Following our appearance at your Committee on 30 September, I am writing to provide you with further information to add to the responses we provided during the meeting.

The following information has been requested and is set out in the attached annex:

- the stretch targets for the key performance indicators;
- single use plastic on the estate;
- the environmental aspects of contract assessments; and
- a comparison of absence relating to mental health and wellbeing from this year and last year.

We would like to thank the Committee for your scrutiny. The Commission's approach is always to try to operate with openness, transparency and clarity. So if there is anything else that we can provide you with to assist the Committee, please do not hesitate to let me know.

Yours sincerely



Suzy Davies

cc Assembly Commissioners, Manon Antoniazzi, Nia Morgan



Assembly Commission: Additional information following 30 September 2019 appearance at Public Accounts Committee

The stretch targets for the key performance indicators.

The Commission considered and agreed a new set of corporate performance indicators which came into effect from 1 April 2019. These new indicators will be reported upon in the 2019-20 Annual Report and Accounts which will be published in Summer 2020.

The new performance indicators continue to align with the Commission's goals and priorities, but take a revised approach with more focus on:

- a. A set of strategic measures of overall corporate performance; and
- b. A set of measures that provide 'stretch' to develop performance where there is a need for improvement or a risk of plateauing

The stretch indicators address procurement with Welsh suppliers, sickness absence, engagement, BAME representation in the Commission workforce, supporting Members to work in the language of their choice and reducing business-related car travel.

Strategic measures of overall corporate performance

Corporate Goal	Indicator	Measure(s)	Target
Outstanding Parliamentary Support	All Parliamentary Business has taken place as scheduled	Plenary and Committee meetings have taken place within statutory requirements	95%
	Publication of Record of Proceedings (RoP) according to schedule	Plenary Record of Proceeding published to deadline	RoP is published online (with Welsh contributions translated to English) within 24 hrs Fully bilingual RoP is published online within 3 working days or less
	Annual AM/AMSS satisfaction survey	Overall survey satisfaction score	Score is not below 8.0
Using Resources Wisely	Annual Accounts	Unqualified accounts, certified by the Auditor General for Wales, accompanied by an ISA260 report raising no	Accounts are unqualified



Corporate Goal	Indicator	Measure(s)	Target
		significant issues	
	Commission's operational budget	The percentage outturn against the Commission's operational budget for the financial year	The end of year operational outturn is within the range 0% to 1.5% of the approved operational budget
	Annual Staff Survey	The overall engagement index score	Is at or above the Civil Service average score
	Take up of Welsh language learning	Number of Commission staff, AMs and AMSS enrolled on Welsh language learning at : *Learner levels 1, 2 and 3 *Higher levels 4 and above	Total number enrolled across all levels is maintained or increases OR: Total number undertaking learning across all levels increases
Engage with all the people of Wales and champion the Assembly	Citizen Engagement: We will conduct a survey prior to a face to face engagement activity and again at the end of the activity. The surveys will be conducted by the following teams: - Outreach - Events - Education - Estate Engagement teams, including exhibitions and tours.	The increase in participants confidence to get involved in politics. The increase in participants interest in the work of the National Assembly. The increase in participants understanding of the work of the National Assembly.	There is an increase in participant's assessment.
	Followers of Assembly corporate media channels	Monitor and evaluate the number of followers on our main corporate media	There is an increase in the number of followers.



Corporate Goal	Indicator	Measure(s)	Target
		channels	
	News and Media	Monitor and evaluate reach and type of media distribution platforms successfully engaged with as a result of promotion of committee inquiry and report launches	There is an increase in engagement.
	International Engagement	Progress towards delivery of Assembly's Framework for International Engagement during the Fifth Assembly.	Evidence of participation in relevant international parliamentary networks. There is meaningful inward and outward engagement to enhance the profile of the Assembly and showcase our work to international audiences.

Stretch Indicators

Stretch Indicator	Measure(s)	Target
Commission procurement	The percentage of Commission spend with Welsh suppliers	Increases from 39% to 43% by the end of the Fifth Assembly
Sickness Absence	Annual sickness absence rate	Measure is at or below the public sector average as reported by the CIPD
Campaign Reach	Evaluate the overall reach of the following campaigns: <ul style="list-style-type: none"> - The youth parliament residentials - Assembly reform - twentieth anniversary celebrations Measured by post-campaign evaluation	An increase in reach.
BAME Representation	<ul style="list-style-type: none"> - The number of applications for externally advertised jobs - The number of successes at sift - The number of offers of employment 	The individual measure scores to increase year on year for the next 3 years



Stretch Indicator	Measure(s)	Target
	accepted relating to individuals identifying as BAME	
Members' ability to work in their language of choice	The effectiveness of services provided to facilitate Members' ability to work in their language of choice in Plenary and in Committees	Plenary papers available bilingually according to agreed timescales – 100% Internally prepared committee papers circulated in Welsh (according to committee-agreed deadlines) – 100% Member satisfaction scores on ability to work in their preferred language 85% or higher
Business related car travel	The total level of carbon emissions associated with private, pool or hire car travel	Lower than the 67% of total travel emissions for 2017/18

Single use plastic on the estate.

Reducing single-use plastics has been a particular focus during 2018-19. This was reflected in the number of 'calls to action' being received both directly by the Commission and from Members in Plenary debates. It was also an important focal point for discussions amongst the members of our newly-formed Youth Parliament.

In response, we signed-up to the Plastic Free July initiative in 2018 and we have removed single-use plastics (take away food containers, water cups, cutlery and in house made salads, yoghurt and fruit pots) from our catering service, in the staff canteen and the Senedd café. Several years ago we eliminated the use of disposable coffee cups on the estate. Through the catering service we support a number of Welsh food producers including Rachel's Dairy and Llaeth y Llan who supply yoghurts and Princes Gate who supply bottled water. These suppliers have no current alternative to plastic containers. We will continue to work with our Welsh suppliers to understand if and when they plan to change packaging.

We will continue this work with our supply chain to improve the provision of more ecologically-sound options where it is possible to do so. We will also carry out an audit of the single-use plastic remaining in the catering service by the end of the year to see what else can be phased-out, with Charlton House's (our catering provider) involvement.



More information can be found within our [Sustainability Annual Report 2018-19](#)

The environmental aspects of contract assessments.

We test suppliers' environmental credentials at the pre-qualification questionnaire (PQQ) stage of any tendering process. At PQQ stage we ask suppliers about their environmental credentials such as breaches of environmental legislation, environmental management systems, environmental policies and review of environmental impacts. These questions are scored and influence final supplier selection.

For all new contracts, we undertake Sustainability Risk Assessments (SRAs). For example, we are currently running a tendering exercise for our cleaning contract. We have undertaken a sustainability risk assessment for this contract which considers the key impacts during the lifetime of the service including:

- how the supplier recruits, retains, supports and rewards its people
- the resources and materials it uses to deliver the contract, what they are, how they are sourced and managed
- the sustainability risks – waste, any diversity issues, sub-contractors, equality.

Sustainability Risk Assessments look at the economic, environmental and social factors of the service or supply. The output from the assessment helps us inform the specification, supplier selection, evaluation or contract management.

A comparison of absence relating to mental health and wellbeing from this year and last year.

In 2018-19 the total rolling absence for reasons of mental ill-health was 33% and it increased slightly in 2019-20 to 36.8%. Our statistics are in line with increasing mental-health related absences across the public sector. We know from analysis, and our active mental health workplace equality network, that our rates have increased, in part, as a result of our active campaign to break the stigma around Mental Health and to encourage employees to come forward. We have identified a direct correlation between this increase and a corresponding decrease in colds and muscular skeletal reporting. The statistics capture a number of illnesses including anxiety, depression, and bereavement-related mental ill-health.

Mental Health and the wellbeing of staff continues to be a focus for the Commission. More information can be found within the [Commission's 2018-19 Annual Report and Accounts](#).

